

The CP Connection

The Community Partner Newsletter

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You can cut all the
flowers but you cannot
keep spring from
coming.

~Pablo Neruda

Happy Spring from the MHLA Program

Hi everyone and I hope you are enjoying the spring season and longer days.

There are lots of goings-on in the MHLA program that we look forward to sharing with you in this issue. First, we are excited to share a new program that you and your clinics can use to help individuals stop smoking. Under the leadership of Dr. Paul Giboney, MD, Director of Specialty Care and the PRIME program, DHS has announced a free smoking cessation program that all community clinics can access via eConsult! Details are on page two. You can also download a flyer about our new smoking cessation program from the MHLA website. Please make use of this free service to your participants.

This issue, we are also pleased to help you better access medical records for your MHLA patients from DHS hospitals. Our MHLA team has been working with each of our hospitals to streamline the process to get MHLA participant's medical records sent to you following a visit to DHS. Please see the article on page two, and download the fact sheet from the MHLA website. If you previously had this document, there are a few updates, so be sure to

get this latest version.

Last but not least, we need your help cleaning up your One-e-App user accounts. At your agency, do you have staff that no longer need a One-e-App (OEA) user account? We know that employees come and go, but what we don't always know is who no longer needs a OEA user account at your clinic. There are a limited number of accounts for the entire County, and so with your help, we can better track unused accounts. Please see the article on the next page, and contact your MHLA program advocate if you have any questions. This will help your agency and MHLA with new and future staff that will need OEA access!

Thanks.

-Amy Luftig Viste
Program Director,
MHLA

Inside this issue:

- ◆ Help your MHLA participants stop smoking via eConsult referral! See page 2.
- ◆ Fact Sheet for Requesting Medical Records at DHS Hospitals. See page 2.
- ◆ Updating your OEA Enrollers! See page 2.

Help your MHLA Participants Quit Smoking for Free!

If your patient smokes and wants to quit, you can now **send an eConsult to the California Smokers' Helpline** and they will reach out to the patient directly!

Easy Referral!

The Helpline offers free telephone counseling to quit smoking to any resident of California. The Helpline is operated by UC San Diego Moores Cancer Center and funded by the California Department of Public Health and First 5 California. Services are proven in clinical trials to double the chance of long-term quitting at one year and include:

- A 30-minute session with a trained specialist to develop a quit plan and up to four follow-up sessions;
- Counseling services and self-help materials in English, Spanish, Korean, Vietnamese, Mandarin & Cantonese;
- Specialized services for pregnant smokers, tobacco chewers and teens;
- Free nicotine patches for qualified callers who are pregnant, have children age 0-5, or Asian-speaking;
- Open Monday to Friday, 7 a.m. to 9 p.m., and Saturday, 9 a.m. to 5 p.m.



"The California Smokers' Helpline is a wonderful resource for our patients who want to quit smoking. Being able to use eConsult to connect patients to the Helpline, and receive status updates after the Helpline contacts them, has been a wonderful way to integrate this service into my practice. I have already seen patients make progress due to the eConsult-California Smokers' Helpline collaboration."

~Paul Giboney, MD

How to Send an eConsult to the Helpline

1. Select "Community Resource Linkage" under the "Specialty Type" dropdown menu;
2. Select "Smokers' Helpline" under "Specialty Type."

For information about the Smoking Cessation Program visit: www.nobutts.org, or call 1 (800) NO-BUTTS.

Download the flyer at dhs.lacounty.gov/mhla.

Who Are Your One-e-App (OEA) Enrollers Now?

Have you experienced staff transition at your clinic? Do you have new enrollers? And have you notified the MHLA program office who has left your clinic?

We have a limited number of OEA user accounts, and need your help to tell us about staff that no longer need OEA access.

If you have former staff that have left your agency, or if there are identified individuals that no longer need OEA access, please contact your MHLA program advocate today. We appreciate your help.

Requesting MHLA Patient Medical Records from DHS Hospitals

The MHLA Program Office has been working with DHS hospitals to streamline the process for all CPs to obtain medical records following a participant's visit to a DHS hospital (LAC+USC, Harbor/UCLA, Olive View and Rancho Los Amigos).

We have standardized the process for all four DHS hospitals. CPs are no longer required to get the patient's authorization prior to medical record release. CPs just need to submit a fax coversheet on your agency's letterhead with the words, "MHLA Community Partner" boldly printed at the top. And as is standard, you will need to include: patient's name, date of birth, specialty/type of service, clinic, date of visit, hospital medical record number (if available), CP medical home phone number and CP contact individual.

The fax numbers for all of our hospital's medical record units and these directions are included in a fact sheet titled, "**MHLA Community Partner Fact Sheet for Requesting Medical Records at DHS Hospitals**" located on the MHLA website.

We are working to standardize this process at all DHS clinics. More updates on this process to come.

Download the flyer at dhs.lacounty.gov/mhla.

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